

Car Repair Laws

KEY

Essential Question: What should the consumer know about law regarding car repairs?

DIRECTIONS: Using the word bank below, fill in the blanks. For help, check out the following links:

<http://www.atg.wa.gov/consumer/cars/autorepr.shtml>

<http://www.ftc.gov/bcp/online/pubs/autos/autorpr.htm>

Word Bank:

invoice	estimate	additional charge
repair facility	guarantee	service fees
warranties	receipt	
service contracts	tune-up	

1. A(**receipt**) is a document that verifies car repair modifications, replacement services, materials or defects in workmanship.
2. When your car is being worked on, you receive an(**estimate**), stating the work done, costs involved, fees charged, and location of damage. Parts and labor charges should be included.
3. When you take your car to a (**repair facility**), you will pay to have your car can be diagnosed, worked on, and is a place that focuses on the business of auto repair.
4. (**warranties**) come in all different forms and covers an assortment of different in reference to your car. It also can have limitations including mileage, deductibles, business authorizations, and special procedures.
5. When you take your car in for repairs, it can be diagnosed, and an (**invoice**) should be given to outline the work, costs, and fees that will be included.

Short Answer Questions:

1. List the four auto repair customer rights.
 - Approve or disprove of all repairs before service
 - Receive a written estimate
 - Have certified repairs made
 - Inspect all parts removed from the car

2. What information should be placed on an auto repair estimate?
 - Work to be done
 - Cost of service and labor
 - List of parts to be replaced
 - Cost of parts to be replaced
3. List and describe the three classifications of car parts.
 - New - made to manufacturer's specifications
 - Remanufactured - rebuilt or reconditioned
 - Salvage - taken from another vehicle without alteration
4. Summarize the tips for finding a reputable repair shop.
 - Ask friends for recommendations
 - Ask shop for state licensing and certification information
 - Make sure the shop honors you warranties
 - Look for shop prices and rules posted in the customer area
5. You have had your car repaired, but the results are not satisfactory.
Explain the steps the consumer could take to resolve this problem.
 - Ask for shop for further assistance, be specific about what you want
 - Document the symptoms and the interaction with the repair shop
 - If the problem is not resolved ask to talk to the manager
 - Know your service contract and what is and is not covered
 - Document all transactions
 - Contact your Attorney General and/or the BBB